Massachusetts Division of Health Care Finance and Policy

DHCFP-INET Web Application User Guide to:

Community Health Center Cost Reporting

September 2007

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Revision History

Date	Version	Description	Author
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I. User Guide Overview

This is a basic guide to filing the **Community Health Center Cost Report** using the Massachusetts Division of Health Care Finance and Policy's **INET** Web application.

A. Introduction

Beginning in October 2007, **Community Health Center Cost Reports (CHCCR)**, including either the FY2005 or FY2006 filing, will be reported electronically using DHCFP-INET, the Division's Web-based transaction service, **https://dhcfpinet.hcf.state.ma.us/**.

Currently, DHCFP- INET contains multiple active production applications and is used by providers to submit clinical and financial data related to hospitals, community health centers, nursing facilities and adult day programs.

B. Step-by-Step Process

The following process describes all the necessary steps to successfully complete and submit your CHCCR electronically:

1.   Register your users for INET.

        You will typically need to register the **user** who will enter the data and submit the annual report. Once processed by the Division, the registered user will receive a Login ID via email.

2.   Assemble all required information for your annual report submission.

        This would be the same process as currently required to fill out and file the Excel version of the CHC Cost Report.

3.   Login to INET **https://dhcfpinet.hcf.state.ma.us/** , using the Login ID provided to you by the Division in Step 1.

        a. Select menu option: **Community Health Center Cost Report**

        b. Start a new annual report filing:

              • Select "Filing" and then "New CHCCR" in the left side pane

- Enter required general information into the form presented, and then save by clicking on the blue "Save" button.

  You have now created a new filing. Click on Filing again in the left hand Navigation pane and note that now you see all the different sections of the cost report are available to select.

  > General Information
  > Schedule A
  > Schedule B
  > Etc…

- Enter data items - You may enter data in sequence or select the section you want to go to directly by clicking on the link in the navigation pane.

- Save - You may **save** at any point and come back later to complete your filing.

- <mark>Caution...</mark> **Inactivity for 20 minutes will cause the internet session to Time-Out, and you will lose any unsaved data!**

4. As each section of the **CHCCR** report is completed, you may click on the "Error Check" button, which will just check for errors or completeness in the Schedule in which you are working. Again, remember to **save** as you complete sections.

5. **Submit** the cost report.

   Your report is not *filed* until you have successfully *submitted* your data.

   Once you have entered all the report details, for all required Schedules, you are ready to **submit** your information to the Division. Click on the "Submit CHCCR Report" link in the left Navigation pane. A request to **submit** automatically runs a full set of *Edit* checks for the entire CHC cost report. If the filing passes all the required error checks, you will be presented a screen where you can sign the report (Certification by Provider). Once the document is *signed*, the file is considered submitted to the Division.

   Please note that submitting may require cycling through the process more than once until there are no more errors. If there are any data omissions or mathematical inconsistencies, these problems will be displayed. To submit successfully you must first correct all the problems listed, and then submit again. Do this until all errors are cleared.

   Upon successful submission and signing, you will see the following message on the Web form:

   Congratulations! Your report is now officially submitted, and no longer editable. A PDF version is generated and stored in the system for the record.

You are strongly urged to view and print the PDF for your own record by clicking the link below: View submitted report's PDF version

Note: Once **submitted** - the Cost Report is officially filed, and the data is frozen. It can no longer be modified unless enabled by DHCFP staff – See section C. Reopen Requests.

6.   Generate Reports.

Each individual Schedule may be printed by going to the desired Schedule page (by means of clicking the link on left side navigation pane) and then clicking the **PDF** button in the floating toolbar.

To print the entire report at any time, select the **PDF All** link found in the left side navigation pane.

Please note that the PDF generated may also be **saved as a file** for future reference without having to go out to INET. We suggest that you save the PDF version of the CHCCR for your personal records after you have successfully submitted.

C. Reopen Requests

After a web application submission has been completed and closed a user may recognize that adjustments or corrections are needed. Using the web application users must create a "**reopen request** ". Reopen requests will be reviewed and either approved or rejected by internal DHCFP staff. To help ensure timely review, an email notification is automatically generated and sent to the appropriate Division staff within 4 hours of the request. The reopen request link is only visible on the left side navigation pane, after you have **submitted** the Cost report.

D. Frequently Asked Questions

Q1.   How do I sign up for access to the Division's Web site?
A1.   Call Helpdesk 800-609-7232 to get a copy of a new *User Agreement* form.
         Fill out the form and mail to:
                Tony Souza
                2 Boylston St
                Boston, MA 02116
                617-988-3162 (phone)

Q2.   What if I forget my password?
A2.   Call the Helpdesk at 800-609-7232. The responder will reset your password.

Q3.   I have questions concerning the content of the CHC Cost Report, or how to enter
        it into the Web application.
A3.   Call Greg Mansfield at 617-988-3266.

Q4.   Is **INET** available outside the normal business hours?
A4.   Yes. There are scheduled windows of routine maintenance time between 5:00
        a.m. and 8:00 a.m. daily. This *may* affect availability. However, other than that
        and unanticipated outages, the site is available 24 hours per day, seven days per
        week.

II. User Guide Screen Shots

This section presents screen shots from the Division of Health Care Finance and Policy's **INET** Web site. They should be used along with section "I. User Guide Overview", as a basic guide to filing the Community Health Center Cost Report **(CHCCR)** by means of INET.

A. Login Screens

A.1 *Login to the DHCFP-INET Web Site*

Use this URL - **https://dhcfpinet.hcf.state.ma.us/** to access the DHCFP-INET Login page

Login
- Enter Your User ID – assigned by HCF when you register as a user.
- Enter Your Password – determined by you.
- Click on the "Continue" button.
- Forgot your password? Call the following number at HCF:
  1-800-609-7232 (General Helpdesk)
- Note that questions concerning the **content** of the CHCCR may be directed to Greg Mansfield at **617-988-3266**.

A.2 *Select the application you wish to run.*

The list of applications presented to you on the Main Menu depends on which applications you specifically are registered for in INET.* To file the CHCCR, click on the following link visible on the main menu page:

Click on "**Community Health Center Cost Report**"

Clicking on this link brings you to the *Community Health Center Cost Report (CHCCR)* Web application.

*Note that the menu options **you** see above are specific to you. Only those applications that you are signed up for in INET will be displayed here. For example you may see only the "Community Health Center Cost Report" option, or many links as displayed above.
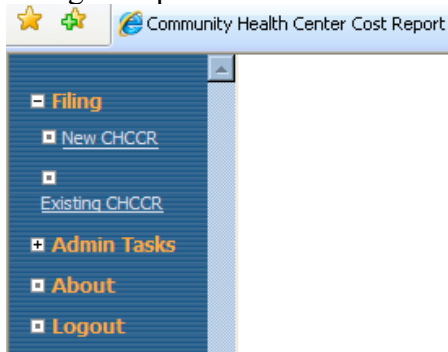
B. Reporting data

B.1 *All reporting functions can be selected from the Main page.*

This is the CHCCR Web application's main or "Home" page.
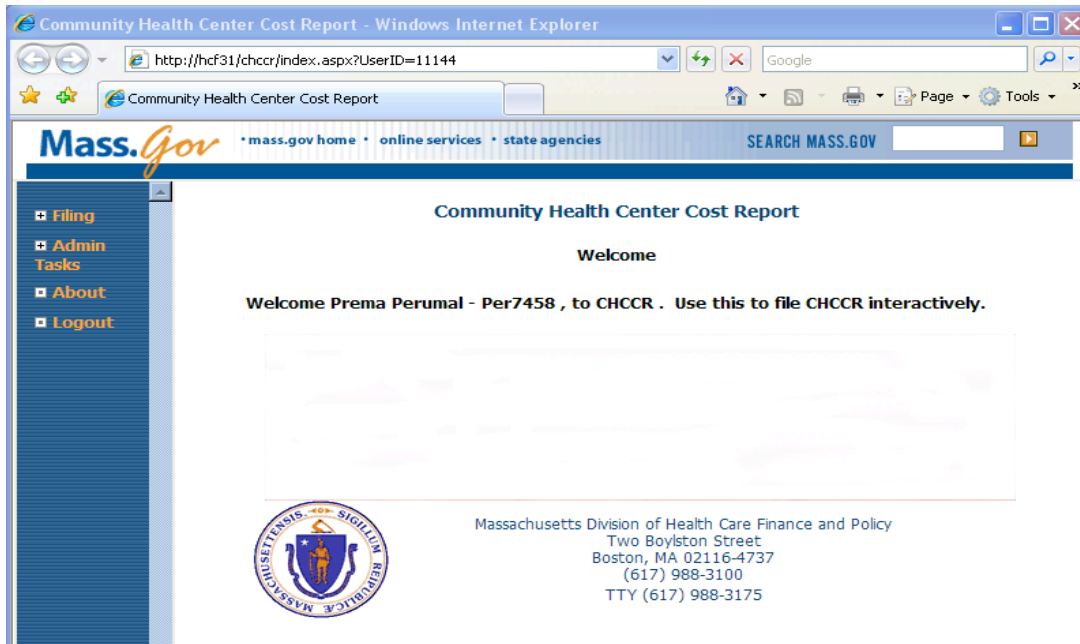
Functions are listed down the left side "**navigation pane**". Click on the itemized links in the navigation pane to select the function you want:

Navigation pane

Clicking on **Filing** expands to show two options - enter a New Cost Report, or Select an existing Cost Report filing.

The first time in for a specific year you will select "*New CHCCR*" to create a new filing. Once created and saved the first time, you will subsequently select "*Existing CHCCR*". Once you select an "*Existing CHCCR*", there will be additional options available in the navigation pane to select a specific schedule.

Note that at times you may need to select your facility name from a drop down box. This is necessary because some users may be registered filers for more than one facility.

B.2 *Starting a new CHCCR Cost Report filing.*

Following step "3.b" in the "I. User Guide Overview section B. Step by Step Process" select *Filing* and then click on *New CHCCR* from the navigation pane.

<mark>Clicking on "*New CHCCR*" results in the following screen (first time in for a particular year):</mark>

Then select the year and your facility name using the drop-down boxes provided.

In this example, the year "**2006**", and "**Boston Health Care…..**" has been selected.

Clicking on the [Create CHCCR] button results in the creation of a new "2006 CHCCR filing" for *Boston Health Care for the Homeless Program.*

If you already have saved work in process and want to retrieve an existing cost report click on *Existing CHCCR* from the navigation pane

<mark>Existing Cost Report (retrieve saved work in progress):</mark>

After selecting the CHC you want to work with, select from the list of possible existing cost reports from the list displayed (click on the row under filing period):

Chccr List

Community Health Center Cost Report

Chccr Name	Status	Creation Date	Last Update Date	Filing Period
Boston Health Care for the Homeless Program	Saved	09/11/2007 09:38:49	09/11/2007 09:38:49	01/01/2005
Boston Health Care for the Homeless Program	Saved	08/10/2007 09:04:26	09/11/2007 10:03:00	01/01/2006

The next screen presents the *General Information* page of the cost report. Note that some information is already filled in and cannot be changed. If your address or name is incorrect you should inform the Division so that they can update their records.

Note Features below:

This is the "floating" tool bar

| Save | Home | Error Check | PDF | Cancel |

Community Health Center Cost Report
General Information
Boston Health Care for the Homeless Program
Year of Cost Report : 2006

ORG ID:	15
CLINIC NAME:	Boston Health Care for the Homeless Program
FISCAL YEAR ENDING:	12/31/2006
UPDATE:	09/10/2007 10:52:46
STREET NUMBER :	12345
STREET:	Main Street
ADDRESS 2:	
P.O. BOX NUMBER:	
CITY:	Boston
STATE:	MA
ZIP:	02116
MEDICARE PROVIDER #:	22222223
FEIN:	33333334
TELEPHONE NUMBER:	(800)988-3274 (###)###-####
FAX NUMBER:	(###)###-####
EMAIL :	me@world.com
EXECUTIVE DIRECTOR:	John Smith III
MEDICAL DIRECTOR:	Dr Jones
FINANCIAL MANAGER:	Jerry Lewis
	First Name Middle Name Last Name

Left sidebar menu:
- Filing
- Admin Tasks
- About
- Logout

The floating tool bar always presents functional options at the top left corner of the form:

Floating tool bar - Click on these buttons to:

Save – at any time to save your input
Home – go back to Main page
Error Check – to check this page for completion
PDF – create a PDF document and Print this page
Cancel – leave this page without saving

Once you have created an instance of a **new** cost report, clicking on **Filing** in the Navigation pane gives you new options. Using the Navigation pane you can go directly to any Schedule on the CHCCR cost report to enter or modify data.
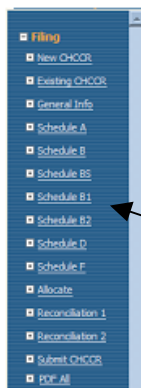
Click on these links to go directly to a schedule or to print a report.

B.3. *Filling out the remainder of the Cost Report*.

You have now created a new cost report filing. To fill out the rest of the cost report you may proceed sequentially through the schedules selecting them from the navigation pane. You can also go to any schedule in any order, but some schedule items are dependant on prior schedules being already filled out.

The following are some representative screen shots from various Schedules.

General Info.

Enter a Title for each cost center, then use the [Add Cost Center 1] button to add programs for Cost Center 1. The Delete button is to remove a program that was accidentally inserted.

Use the **tab controls** to switch from General Ledger items to any other column to enter staffing information. Note that the tab just makes it possible to see the column without having to scroll left and right they way columns are arranged on the paper form.

Tabs

Complete.

To complete data entry for the entire cost report, proceed to each schedule and enter all relevant information:

Enter all required information into the **cells** on each form.

A **shaded cell** indicates that no information is required.

Blank cells are treated as Zero.

When you are finished with each Schedule, you should **save** , and then run an **Error check** to make sure you have met all the required criteria.

| Save | Home | Error Check | PDF | Cancel |

Community Health Center Cost Report
Schedule A - Staffing Information
Boston Health Care for the Homeless Program
Year of Cost Report : 2005

| General Ledger | Admin | Medical Visit | Urgent Care Visit | Residency Medical Visit | Residency Urgent Care Visit | School Based Health Care Visit |

| Lab | X-ray | Pharmacy | Dental | Mental Health | Support Social Services | Support Other | Wellness | Family Planning | WIC | CC1 | CC2 | CC3 |

| **Normal work week hours:** | 40 | **Hours per Year:** | 2,080 |

| | | | GENERAL LEDGER (TOTAL) | | |
COUNT	STAFFING CATEGORY	TOTAL MEDICAL UNITS OF SERVICE	TOTAL FTE	TOTAL DOLLARS ($)
1	1 - Medical Doctor	1	2	12,000
3	2 - Medical Resident	2	4	13,000
2	3 - Dentist	8	3	9,000
10	4 - Hygienist	0	5	100,000
3	5 - Psychiatrist	0	0	0
	6 - Podiatrist	0	0	0
	7 - Administration	0	0	0

> You may choose to run **Error Check** when finished with a Schedule. This will check errors within the current Schedule you are working on **only**. You can save and come back at any time.

If there is missing information, or data that is inconsistent (such as details that don't add up to the summary total) you will get a list of Errors detected as shown in the screen shot below:

Run edits on Schedule A:

| Home | Print | Back |

Community Health Center Cost Report

Edits Error List

Page	Error Code	Error Message
Sched A	F003	If FTE > 0, then Dollars/FTE should be > 10000,Medical Doctor, Med Visit FTE vs. Med Visit Dollars
Sched A	F003	If FTE > 0, then Dollars/FTE should be > 10000,Medical Resident, Admin FTE vs. Admin Dollars
Sched A	F003	If FTE > 0, then Dollars/FTE should be > 10000,Medical Resident, Med Visit FTE vs. Med Visit Dollars
Sched A	F003	If FTE > 0, then Dollars/FTE should be > 10000,Dentist, Admin FTE vs. Admin Dollars
Sched A	F003	If FTE > 0, then Dollars/FTE should be > 10000,Dentist, Med Visit FTE vs. Med Visit Dollars

Error codes that start with "**F**" indicate a critical (Fail) error that must be corrected before the filing will be accepted.

Error Check - The following is a representative list of CHCCR edits that validate a cost report before it can be submitted:

Error #	Fail/Warning	Error Message
F001	F	Missing Field
W001	W	Missing Field
F002	F	Invalid Value
W002	W	Invalid Value
F003	F	If FTE > 0, then Dollars/FTE should be > 10000
F004	F	If FTE > 0, then Units of Service should be > 0
W003	W	If FTE > 0, then Dollars/FTE should be > 10000
W004	W	If FTE > 0, then Units of Service should be > 0
F005	F	If (F) Total Medical Visits > 0, then (G) Total All Visits should be > 0
W005	W	If (F) Total Medical Visits > 0, then (G) Total All Visits should be > 0
F006	F	If Salaries+Wages > 0, then Payroll taxes should be > 0
W006	W	If Salaries+Wages > 0, then Payroll taxes should be > 0
F007	F	If Salaries+Wages > 0, then Employee Benefits should be > 0
W007	W	If Salaries+Wages > 0, then Employee Benefits should be > 0
F008	F	If Variance is not 0, Variance explanation is required
W008	W	If Variance is not 0, Variance explanation is required
F009	F	Explained Variance total does not tally to the variance
W009	W	Explained Variance total does not tally to the variance

A final reminder – **SAVE** frequently! It is recommended to save at least after each Schedule is completed. Also remember that inactivity for 20 minutes will result in a session timeout that will result in loss of data entered after the last SAVE.

C. Submitting the Cost Report

Once you have entered and SAVED all the Schedules, and have successfully cleared all errors resulting from "Error Check", you are now ready to Submit your Cost Report to the Division.

In the Submission process you will be asked to sign the document, to affirm the accuracy of your filing. You will see the name of the authorized submitter is auto-filled. The name is based on the person who is logged in to the Web application. Clicking on the "Submitter's acknowledgement" checkbox (step 2 below) constitutes signing.

Once you have successfully signed the document, the cost report will be read-only from that point on. To make the cost report editable again once it's been signed will require submitting a reopen request to HCF (See section D. Reopen request).

(1) In the navigation pane - click on "**Submit CHCCR**".

Submit CHCCR:

(2) Click here to place a "check" which acknowledges your authorization of the information provided on this filing. (3) Click on the *Submit* button (floating tool bar) to complete the file submission process.

the **Submit** button

Signature of authorized Submitter: Prema Perumal - Per7458 - 11144

Date of Submission (MO/DA/YR): 09/11/2007

By checking the box below I hereby certify that I am authorized by the provider to submit this information.

Submitter's acknowledgement: ☑

If you click on the Submit button after signing, the application double checks all Schedules to assure integrity of reported information, and where applicable, that all required information has been completed. If there are no errors found – you will see displayed the following screen which acknowledges that your cost report filing is now officially submitted. The screen shot below shows a successful submission:

Home	Dismiss

Facility : Joseph M. Smith Community Health Center

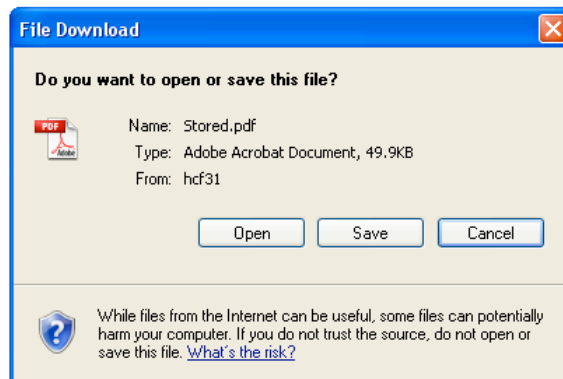**Congratulations! Your Chccr is now officially submitted, and no longer editable. A PDF version is generated and stored in the system for the record.**

You are strongly urged to view and print the PDF for your own record by Clicking the link below: View submitted report's PDF version

You have now successfully **submitted** your cost report. As suggested, you should print a "**PDF**" version of the submission. The cost report will be received and recorded as submitted by HCF on this same day.

You are strongly urged to view and print the PDF for your own record by Clicking the link below: View submitted report's PDF version

File Download

Do you want to open or save this file?

Name: Stored.pdf
Type: Adobe Acrobat Document, 49.9KB
From: hcf31

Open	Save	Cancel

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

D. Reopen Request

Once a cost report has been signed it is rendered un-editable. If for any reason you wish to revise a cost report after that point you must make a request to HCF using the INET application to have the file submission "reopened". This process is described in the following sections.

Note that once a cost report is submitted, a new option **Reopen Request** appears under the Filing option in the Navigation pane:
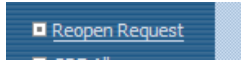
Follow these Steps:

(1) Click on **Reopen Request**

(2) You will be required to **type in a brief explanation** (in the Textbox) as to why you want to reopen the submission.

(3) Click the *SAVE* button.

The **SAVE** button *activates* the request to reopen your submission for editing. The Division will receive an email within 24hours and respond to this request as soon as possible

Pending Reopen Request: As the Division has the right to accept or reject the request to reopen, the Division will contact you to discuss this matter before taking any action.

If the request is accepted, the submission is reopened for edit and the cost report must be resigned and resubmitted after modifications are made.

PDF versions of both the original and revised submissions will be saved.

-End-